

Limited English Proficiency Plan

Kingman Area Regional Transit has developed the following Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to **Kingman Area Regional Transit** services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining the **Kingman Area Regional Transit's** extent of obligation to provide LEP services, the **Kingman Area Regional Transit** undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

- 1) The number or proportion of LEP persons eligible in the **Kingman Area Regional Transit** service area who may be served or likely to encounter by **Kingman Area Regional Transit** program, activities, or services;

New Kingman-Butler CDP, Arizona		
LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER		
2015: ACS 5-Year Estimates Detailed Tables		
	Estimate	Margin of Error
Total:	10996	836
Speak only English	10114	790
Spanish or Spanish Creole:	776	225
Speak English "very well"	631	165
Speak English less than "very well"	145	115
German:	27	30
Speak English "very well"	27	30
Speak English less than "very well"	0	19
Other West Germanic languages:	15	25
Speak English "very well"	15	25
Speak English less than "very well"	0	19
Russian:	7	10
Speak English "very well"	7	10
Speak English less than "very well"	0	19
Vietnamese:	16	25
Speak English "very well"	0	19
Speak English less than "very well"	16	25
Other Asian languages:	0	19
Speak English "very well"	0	19
Speak English less than "very well"	0	19
Tagalog:	41	52
Speak English "very well"	8	13
Speak English less than "very well"	33	50

City of Kingman		
LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER		
2015: ACS 5-Year Estimates Detailed Tables		
	Estimate	Margin of Error
Total:	26628	317
Speak only English	24556	578
<u>Spanish or Spanish Creole:</u>	1541	433
Speak English "very well"	1204	355
Speak English less than "very well"	337	156
<u>French (incl. Patois, Cajun):</u>	12	19
Speak English "very well"	12	19
Speak English less than "very well"	0	23
<u>German:</u>	38	43
Speak English "very well"	38	43
Speak English less than "very well"	0	23
<u>Other West Germanic languages:</u>	12	18
Speak English "very well"	12	18
Speak English less than "very well"	0	23
<u>Greek:</u>	83	133
Speak English "very well"	83	133
Speak English less than "very well"	0	23
<u>Polish:</u>	46	57
Speak English "very well"	46	57
Speak English less than "very well"	0	23
<u>Chinese:</u>	36	36
Speak English "very well"	24	37
Speak English less than "very well"	12	23
<u>Japanese:</u>	18	30
Speak English "very well"	0	23
Speak English less than "very well"	18	30
<u>Mon-Khmer, Cambodian:</u>	16	25
Speak English "very well"	16	25
Speak English less than "very well"	0	23
<u>Tagalog:</u>	162	140
Speak English "very well"	62	79
Speak English less than "very well"	100	93
<u>Other Pacific Island languages:</u>	32	38
Speak English "very well"	32	38
Speak English less than "very well"	0	23
<u>Navajo:</u>	28	45
Speak English "very well"	0	23
Speak English less than "very well"	28	45
<u>Other Native North American languages:</u>	11	17
Speak English "very well"	11	17
Speak English less than "very well"	0	23
<u>Hungarian:</u>	13	20
Speak English "very well"	13	20
Speak English less than "very well"	0	23
<u>Arabic:</u>	24	29
Speak English "very well"	24	29
Speak English less than "very well"	0	23

Most people in the KART service area are proficient in the English language. At this time, no LEP language group represents a significant percentage of the City of Kingman or Greater Kingman/Butler Area population.

- 2) The frequency with which LEP individuals come in contact with **Kingman Area Regional Transit** services;

Kingman Area Regional Transit's staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons for **2019** . **Kingman Area Regional Transit** averages **<1** contact per **YEAR**.

- 3) The nature and importance of the program, activities or services provided by the **Kingman Area Regional Transit** to the LEP population.

The largest geographic concentration of LEP individuals in the KART service area are Spanish speaking. Services provided by KART that are most likely to encounter LEP individuals are along the fixed route. It is also possible that KART will encounter LEP individuals at the KART office where Curb-to-Curb trips are scheduled and passes are sold.

- 4) The resources available to **Kingman Area Regional Transit** and overall costs to provide LEP assistance.

In the event that a translator is needed, every effort will be made to provide vital information to LEP individuals in the language requested. KART would seek assistance from other City of Kingman employees who may be able to translate. If there are no individuals available to assist, translation efforts may be sought online. Telephone or video assistance, such as the Language Line at (888) 808-9008 may also be utilized at a rate of \$3.95/minute for audio only calls or \$4.95/minute for video calls.

Kingman Area Regional Transit provides a statement in Spanish and will for additional languages specific to the LEP community make up that will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.

Safe Harbor Provision for written translations

Kingman Area Regional Transit complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

- (1) Non Discrimination Notice
- (2) Discrimination Complaint Procedures
- (3) Discrimination Complaint Form

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches each LEP group. Vital documents include the following:

- (1) Notices of free language assistance for persons with LEP
- (2) Notice of Non-Discrimination and Reasonable Accommodation
- (3) Outreach Materials
- (4) Bus Schedules
- (5) Route Changes
- (6) Public Hearings

1) **Kingman Area Regional Transit** provides language assistance services through the below methods:

- ☒ Staff is provided a list of what written and oral language assistance products and methods the agency has implemented and how agency staff can obtain those services.
- ☒ Instructions are provided to customer service staff and other **Kingman Area Regional Transit** staff who regularly take phone calls from the general public on how to respond to an LEP caller.
- ☒ Instructions are provided to customer service staff and others who regularly respond to written communication from the public on how to respond to written communication from an LEP person.
- ☒ Instructions are provided to vehicle operators, station managers, and others who regularly interact with the public on how to respond to an LEP customer.
- ☒ Use of "I Speak" cards
- ☒ Bilingual or multilingual versions of:
 - ☒ "How to ride" brochures
 - ☒ System maps and timetables

2) **Kingman Area Regional Transit** has a process to ensure the competency of interpreters and translation service through the following methods:

Kingman Area Regional Transit will ask the interpreter or translator to demonstrate that he or she can communicate or translate information accurately in both English and the other language. **Kingman Area Regional Transit** will train the interpreter or translator in specialized terms and concepts associated with the agency's policies and activities. **Kingman Area Regional Transit** will instruct the interpreter or translator that he or she should not deviate into a role as counselor, legal advisor, or any other role aside from interpreting or translator. **Kingman Area Regional Transit** will ask the interpreter or translator to attest that he or she does not have a conflict of interest on the issues that they would be providing interpretation services.

3) **Kingman Area Regional Transit** provides notice to LEP persons about the availability of language assistance through the following methods:

- ☒ Posting signs in intake areas and other points of entry
- ☒ Statements in outreach documents that language services are available from the agency
- ☒ Signs and handouts available in vehicles and at stations
- ☒ Agency websites

☒ Customer service lines

4) **Kingman Area Regional Transit** monitors, evaluates and updates the LEP plan through the following process:

Kingman Area Regional Transit will monitor the LEP plan by conducting an annual Four-Factor analysis, establishing a process to obtain feedback from internal staff and members of the public and conducting internal evaluations to determine whether the language assistance measures are working for staff. **Kingman Area Regional Transit** will make changes to the language assistance plan based on feedback received. **Kingman Area Regional Transit** may take into account the cost of proposed changes and the resources available to them. Depending on the evaluation, **Kingman Area Regional Transit** may choose to disseminate more widely those language assistance measures that are particularly effective or modify or eliminate those measures that have not been effective. **Kingman Area Regional Transit** will consider new language assistance needs when expanding transit service into areas with high concentrations of LEP persons will consider modifying their implementation plan to provide language assistance measures to areas not previously served by the agency.

5) **Kingman Area Regional Transit** trains employees to know their obligations to provide meaningful access to information and services for LEP persons and all employees in public contact positions will be properly trained to work effectively with in-person and telephone interpreters. **Kingman Area Regional Transit** will implement processes for training of staff through the following procedures:

Kingman Area Regional Transit will identify staff that are likely to come into contact with LEP persons as well as management staff that have frequent contact with LEP persons in order to target training to the appropriate staff. **Kingman Area Regional Transit** will identify existing staff training opportunities, as it may be cost-effective to integrate training on their responsibilities to persons with limited English proficiency into agency training that occurs on an ongoing basis. **Kingman Area Regional Transit** will include this training as part of the orientation for new employees. Existing employees, especially managers and those who work with the public may periodically take part in re-training or new training sessions to keep up to date on their responsibilities to LEP persons. **Kingman Area Regional Transit** will implement LEP training to be provided for agency staff. **Kingman Area Regional Transit** staff training for LEP to include:

- A summary of the **Kingman Area Regional Transit** responsibilities under the DOT LEP Guidance;
- A summary of the **Kingman Area Regional Transit** language assistance plan;
- A summary of the number and proportion of LEP persons in the **Kingman Area Regional Transit** service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of the **Kingman Area Regional Transit** cultural sensitivity policies and practices.